



THE CCC

Seat Pleasant's Command and Control Center
Information and Use Cases

About

The Command and
Control Center (CCC)
powered by Priority 5's
TACCS™

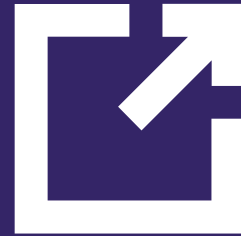
The Command and Control Center (CCC) powered by Priority 5's TACCS™ installation for the City of Seat Pleasant is the backbone of the City's Center for Government Synergism, which is using the solution to implement its Smart City transformation efforts. The City's overarching goal is to maximize information synergy across all government departments, and externally between the City and its stakeholders. The City uses the CCC to aggregate data from disparate sources and Internet of Things (IoT) sensors, and then share those data across the entire City. The effortless sharing of data among City departments has enabled the City to leverage insights from that data into empirical, data-driven decisions and to implement a holistic, integrated operational view of the City's operations across all departments.

PRIORITY 5

The CCC installation for seat pleasant since 2017

Gradually expanding

Use cases have been gradually expanding as City departments have become familiar with the software's capabilities



New Housing

The Economic Development Department worked to support private developers in creating new housing through new construction or restoration

Aggregated Data

The CCC was used to quickly and easily aggregate data from many sources, including The National Vacant Properties Campaign, The Maryland Department of Assessments and Taxation, Open Source Real Estate Sales Data, Seat Pleasant Owned Vacant Property Registration Data, Real Property Information Data, Seat Pleasant Public Works Order Data, and Seat Pleasant Police Incident Data.



The CCC installation for Seat Pleasant has been operational since 2017, and its use cases have been gradually expanding as City departments have become familiar with the software's capabilities. One of the first use cases was to support the Department of Economic Development and Housing in revitalizing residential neighborhoods that were suffering from blighted and vacant homes. The Department was proposing to use its condemnation and tax enforcement powers to take abandoned housing, and then support private developers in creating new housing through new construction or restoration.

The initial challenge for the Department was to create a consensus for action, and the CCC was the vehicle that facilitated the development and presentation of a business case to support that consensus. The CCC was used to quickly and easily aggregate data from many sources, including The National Vacant Properties Campaign, The Maryland Department of Assessments and Taxation, Open Source Real Estate Sales Data, Seat Pleasant Owned Vacant Property Registration Data, Real Property Information Data, Seat Pleasant Public Works Order Data, and Seat Pleasant Police Incident Data.

Through the aggregation, analysis and display of data, the Department was able to show how subsidies and other expenditures of the City to eliminate blighted residential units and replace them with market value housing would be recovered not only through the sale of the new or refurbished units, but also through the immediate increase in property values in the neighborhood that would generate additional property and other tax revenues. The new program was approved and has been successfully implemented.

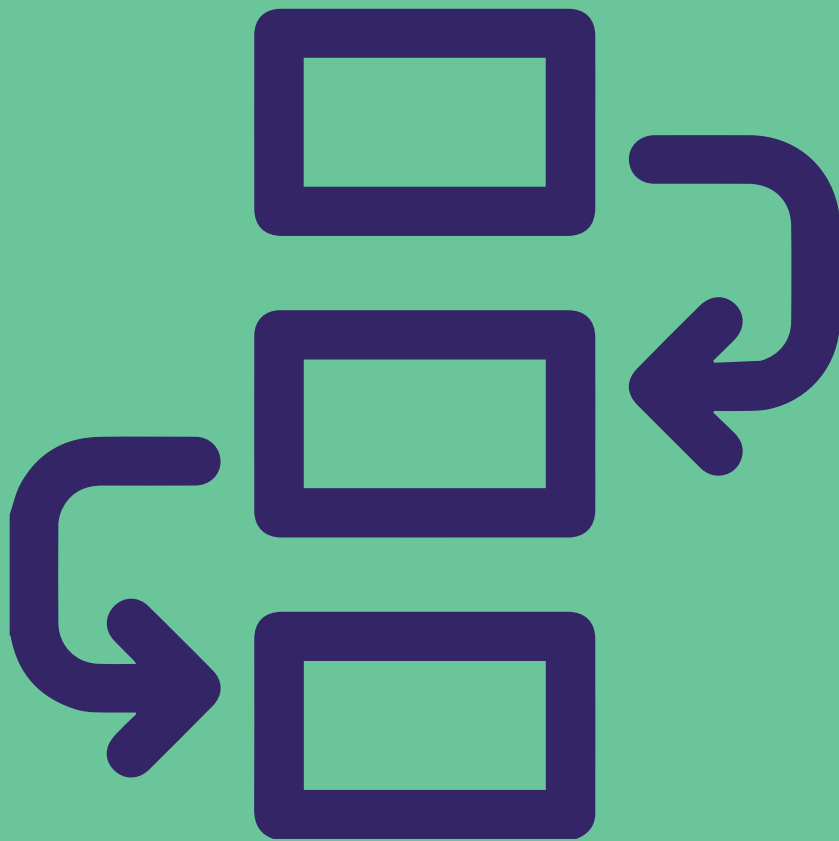
Analysis

The City's Department of Public Works is using the CCC in its day to day operations to visualize daily work assignments and monitor the facilities for which the Department is responsible. The CCC is directly accessible by public works employees who are operating in the field on a day to day basis; and enables them to report, document and prioritize any issues or work orders that they may come across.

Using the mobile interface for the CCC, employees can originate reports of conditions in the City; categorize and prioritize conditions that require further attention; and document the conditions by uploading through the CCC photos and videos.

Information provided through the CCC via mobile device is automatically entered into the software in its location and automatically starts a specific workflow for the City.





In that workflow, supervisors using the CCC can decide which problems to address and where to allocate resources. By incorporating the CCC as the tool by which the Department's workflow is implemented, the software enables the City to track all activities and work orders, including the time it took to complete, the materials used, and the personnel who addressed the issue. Because that information is automatically memorialized and archived in the software, it can be recalled, analyzed and published for operational review and, most importantly, for guidance and documentation in preparing and justifying forecasts of needs and budget requests.

With the CCC available to all of the City departments 24/7, it is used as the City's hub of information for day-to-day operations. The CCC is used to aggregate and manage information from the City's workflows and its IoT sensors and cameras, turn it almost instantly into reports, and present those reports. Aggregated data that are significant are also automatically analyzed by the software and displayed in interactive dashboards that can breakdown data down to ward levels, block levels, and even street level. The CCC dashboards allow city leaders, for example, to monitor traffic accidents by street, crime incidents and calls by ward, code enforcement citations by day of the week or time of day, and operations and activities of City personnel by neighborhood.

24/7

features

Asset icons showing business locations change color to alert City employees to licenses that are nearing expiration or have expired, enabling the City to facilitate license enforcement and better understand its business environment.

Asset icons showing residence locations change color to identify those residential properties that are abandoned, vacant, under lien or subject to a code violation, enabling the City to enhance public safety efforts and accelerate assessment and collection of municipal fines

GIS layering and asset panels enable Building, Public Works and public safety personnel, whether in their offices or in the field, to quickly identify the locations of water and sewer piping, street lights, manhole covers, fire hydrants and storm drains, and track inspection dates, manufacturers, installation dates and other relevant maintenance information. As conditions are addressed in the field, City employees use the CCC to instantly make the corresponding changes to the relevant information in the software.

Integrating IoT feeds from smart trash cans, the CCC enables the City to analyze IoT data by location to identify possible targets for waste reduction and behavior modification

The CCC provides the City a competitive edge as well. By having critical information about City utilities, residential housing conditions, business licenses, road conditions and other City facilities immediately at hand, City employees interacting with potential new businesses and with real estate developers can provide immediate information about properties throughout the City, accurately and in detail. By doing so, the City is being seen as more business-friendly and as being part of the solution rather than part of the problem. In addition, City employees feel more like partners to their constituents, being able to help solve problems efficiently and effectively on the spot.

Using the CCC, City employees can become more engaged, work smarter, be more productive, and feel better; and the City leaders and managers can have a near real time picture of the City as an operating organism, gaining insights into circumstances that are affecting their citizens and employees and better understanding how their decisions and the circumstances of the City can become more efficient and responsive.